

ATCA
2017

AUSTRALASIAN THERAPEUTIC COMMUNITIES ASSOCIATION

Australasian Therapeutic Communities Association 2017 Conference

Innovation: Enhancing the TC Model

31 OCTOBER 2017 – 3 NOVEMBER 2017 @ Pullman Hotel King George Square, Brisbane

THE EARLY BIRD IS ABOUT TO FLY!



Early Bird rates for the 2017 ATCA CONFERENCE end on **Thursday 31 August**. Don't miss out on the opportunity to secure fabulous registration rates for yourself and your staff.

Visit the Events website -
<http://events.atca.com.au/>

As soon as possible to complete your registration!

The conference will commence on **Tuesday 31 October** when we are offering something unique with site visits to the Gold Coast, Brisbane and the Sunshine Coast. This year, you might choose to fly directly to the Gold Coast (Site Visit 1) or Maroochydore (Site Visit 2) on Tuesday morning, where you will be collected from the airport to join your tour group. At the end of the day, you will return to Brisbane with the rest of the group.

You make your own travel arrangements, but you need to arrive by **9am in the Gold Coast** or **11am in Maroochydore**, in order to be picked up and transported to your selected site visit.

If you would like to take advantage of this option please notify Lynne Magor-Blatch by Monday 23 October, so that the arrangements can be put in place.

Buses will also run from Brisbane to the Gold Coast sites as well as WHOS Najara for those starting their site visits from Brisbane. A third tour group will visit the Brisbane sites of Logan House and Moonyah.

CONFERENCE SITE VISITS

SITE VISIT 1 – THE GOLD COAST



Goldbridge Rehabilitation Services (Goldbridge) is a community based organisation, established in 1988 and located in Southport on the Gold Coast. It provides seven programs:

- Intake and Assessment
- Residential Therapeutic Community
- Adventure Therapy
- Drug Court
- Family Support Service
- Transition to Community
- After Care/Continuing Care support.

The residential program runs for a nominal period of six months and has a capacity to assist 28 men and women. People need to have completed detoxification prior to entering the program. The

target group is adults 21 to 65 years who are affected by co-occurring alcohol, other drug and mental health problems. Residents have an option after completing the residential program to continue with Goldbridge in the Transition program, a semi-structured program in the community for a nominal period of six months.

Fairhaven is located at Eagle Heights (Mt Tambourine) Qld. Fairhaven provides an AOD Therapeutic Community for 56 people and an inpatient detoxification service for 11 people. It is part of the Salvation Army Recovery Services, and also provides assessment, referral, aftercare and transitional housing programs from “Turning Point”, located in Scarborough St in Southport.



SITE VISIT 2 – SUNSHINE COAST



WHOS Sunshine Coast® TC - Najara is a 4 – 6 months residential Therapeutic Community for men and women set in the tranquil hinterland of the Sunshine Coast. Its goals are to help individuals find freedom from alcohol and other drug dependence (AOD) and discover a better way of living.

More information on the organisation of this tour will be available soon – but if you are interested in visiting WHOS Najara, the options are to fly in directly to the Sunshine Coast or to join an early bus departure from Brisbane.

SITE VISIT 3 – BRISBANE



unique healing opportunity within a rural location

Logan House is a 37-bed facility located on a peaceful property and accommodates adults, aged 18 and over. The tranquil environment at Logan House affords a

removed from the temptations and demands of urban living.

The treatment program usually takes place over a six-month period and the holistic program includes community based interventions and intensive therapies, and takes a therapeutic community approach to recovery. One to one counselling, groups and case management are provided.

Moonyah is part of the Salvation Army’s Recovery Services and provides an AOD Therapeutic Community for 86 people and an inpatient detoxification service for 12 people. Moonyah also has a residential problem gambling service, aftercare and transitional housing, and employment programs.



Call for Abstracts

The ATCA conference provides a unique blend of keynote speakers and peer reviewed papers to encourage networking and information sharing. As an association, we thrive on the sharing of ideas and experiences – encouraging all members to learn from each other.

The closing date for all abstract submissions is Friday 25 August 2017.

ATCA recognises that not all innovation comes from research but from the need to tackle a persistent problem, using creativity, imagination and ingenuity. If you have a story, message or anecdote to share, then we strongly encourage and invite you to share your work and ideas with us. Conference Themes include:

- **TC practice:** Partnerships for new ideas and new initiatives
- **Cultural partnerships:** working with Aboriginal and Torres Strait Islander, Māori and Pasifika peoples
- **Working with Families:** Family involvement in treatment, interventions for children affected by parental substance use and associated issues

- **Continuing care:** Re-thinking community partnerships
- **Co-morbidity:** Best practice for people with co-occurring AOD and mental health issues
- **Corrective services and coerced clients:** Working collaboratively with our partners in the justice system
- **Attachment and Trauma:** Interventions and recovery

Applications will be assessed on the following criteria:

- The relevance of the abstract to the themes
- The validity of the evidence on which the presentation is based
- The implications for practitioners implementing the findings
- The relevance of innovative programs to other practitioners in the field.

Presenters are required to register for the Australasian Therapeutic Communities Conference.

Presentation Types:

Oral Presentation: These will take place in chaired sessions and are 15 minutes in length plus 5 minutes question time.

Poster display: poster presentations are visual displays used to communicate a message i.e. research findings, program highlights, etc. Poster presenters will be provided with maximum coverage through dedicated poster sessions during which time presenters are required to stand by their posters. This provides an intimate forum for the exchange of information by allowing more personal discussion between presenter and audience. Posters may be in a traditional format, or as a sort powerpoint presentation on a continuous loop on the presenter's own laptop.

Participatory workshop: There is the opportunity for half-day workshops on Friday afternoon (3 November) to encourage the interactive transfer of skills and practical solutions to common problems or specific themes.

Project Snapshot: Each project snapshot will be allocated 10-minute oral presentation time with the use of audio-visual equipment if desired and four minutes of questions.

Seminar: Several presenters are encouraged to submit a group of abstracts on a specific topic and

share a 90-minute presentation time as they explore the topic in depth. These sessions will be led by a facilitator.

Yarning Circle: The Circle will be permanently accessible as a Cultural Space as well as having times for organised sessions during the conference gathering. These sessions will be led by a main presenter, or group of presenters, and be approximately one hour in duration with the opportunity for multiple speakers on given themes.

Yarning is an informal conversation that is culturally friendly and recognised by Aboriginal people as meaning to talk about something, someone or provide and receive information (Dawn Bessarab, 2012). In our conference context, it is a place where all people can have a casual or deep conversation about something or anything. The truth is always spoken in a yarning circle. Yarning circles are designed so that everyone has an opportunity to contribute in a safe and respectful setting. Our yarning circle will have a few main speakers to lead discussion however, all attendees are encouraged to participate in the conversation if they feel comfortable.

ATCA thanks our generous conference sponsors

The ATCA Board and 2017 Conference Advisory Committee would like to thank and publicly acknowledge our generous sponsors who have so far come on board to support the 31st ATCA Conference.



**ATCA Gala
Dinner Sponsor**

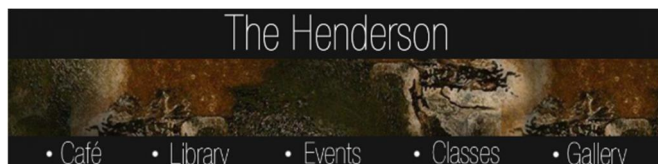


**James A. Pitts
Oration Sponsor**



**Major ATCA
Award Sponsor**

The Henderson Gallery is also a major sponsor of this year's conference through the donation of a painting by Robert Henderson, which will be auctioned at the Gala Dinner.



The work, entitled “Recovery”, has been especially painted for the conference, and will become a valuable collector’s piece. As the painting becomes available, it will be photographed and displayed on the ATCA Events website. It will also be on display at the conference before the auction commences. There is a reserve on the painting, which will mean if it does not reach the reserve during the auction, it will be sold following the conference.

If you are interested, but unable to attend the dinner, please contact Lynne (atca@atca.com.au) for further details and to place a bid.

If you would like to add your sponsorship to the ATCA Conference, the Sponsorship Prospectus and information can be downloaded at:

<http://events.atca.com.au/wp-content/uploads/2017/08/2017-ATCA-Sponsorship-Prospectus.pdf>

There are many opportunities, and we welcome your support and sponsorship.

Meet our Keynote Speakers

We are delighted to announce the following confirmed keynote speakers, all of whom will address the conference theme of *Innovation* – with an emphasis on clinical excellence, research and practice. Please visit the ATCA Events website www.events.atca.com.au for more information.



Chris Shipway
Director – Primary
Care & Chronic
Services
Agency for Clinical
Innovation

Chris Shipway brings a wide range of expertise and more than 30 years’ experience in the health service setting including, primary health, community health, chronic disease management, aged care, palliative care, youth health, mental health, drug and alcohol services, acute hospital settings, workforce

development and policy development. During that time Chris has held leadership positions in the NSW Health system in Drug and Alcohol, Mental Health, Community Partnerships and Chronic Disease.

For the past five years Chris has led the Primary Care and Chronic Services Portfolio at the NSW Agency for Clinical Innovation. Originally trained as an enrolled nurse working, Chris is also a qualified Social Worker and has a Masters in Public Administration.

Robert Henderson

Practicing Artist – Owner: The Henderson Gallery

To gain an understanding of others, first gain an understanding of yourself.



Robert

Henderson is a prime example. He took 32 years to discover his roots and now works and lives as a proud Wiradjuri man from New South Wales. He is also a Practising Artist and Owner of the Henderson Gallery.

From the age of 16, and for a further 16 years, Robert had a wild existence hitch hiking the east coast of Australia, living on the street, working on prawn trawlers, concrete pumps, in bands, mines, factories, pubs, publishing and more. He got into fights, drugs, and all kinds of self-sabotage and harm to both avoid the pain of his life and correspondingly fit the image he had of himself.

Robert’s ‘Sabotage Haze’ came to a grinding halt at age 32 and he was not in great shape. He was addicted to alcohol, drugs, self-destructive/anti-social behaviour, cigarettes, adrenaline, violence, guitars and motorcycles.

Soul searching and counselling eased him back to the person he was destined to be and he realised that through this work he now had something he could give back to young people who had been on a similar journey to his and had similar beliefs about themselves as he had as a child, teenager, adolescent and younger man.

He’s been employed by many frontline organisations working with disenfranchised and abused people to rebuild lives, reunify families and champion hope. Along the way, he took up painting, and produced a

narrative collection of visual works inspired by Wiradyuri culture, history and spirituality.

Robert will bring to the conference a unique story – both in his keynote presentation and workshop on Friday afternoon – which will focus on *Art Therapy, Trauma and Creative Practice*.

Dr Lynne Magor-Blatch
Executive Officer, ATCA
Honorary Principal Fellow,
University of Wollongong



Lynne will be well known to all ATCA members as the Executive Officer of ATCA and a Clinical and Forensic Psychologist. She has a long history with therapeutic communities and within the AOD sector, commencing with Alpha House and the Ley Community in the UK in 1974. She has worked in both the non-government and Government sectors, as a program and clinical director, policy officer, lecturer, researcher and consultant in Australia. In 2010, Lynne was inducted into the National Drug and Alcohol Awards Honour Roll.

Lynne has extensive clinical and research experience and has served as the National Convener of the Australian Psychological Society's Psychology and Substance Use Interest Group and Chair of the Illicit Drugs in Sports Initiative. She has held appointments to the IGCD National AOD Workforce Development Strategy Working Group, the Advisory Committee for the Review of the Drug and Alcohol Prevention and Treatment Services Sector and the Of Substance Editorial Reference Group. She is currently a member of the Editorial Board of the International Journal of Therapeutic Communities.



Professor Michael Farrell
Director, National Drug & Alcohol Research Centre (NDARC), University of New South Wales

Professor Michael Farrell, is the Director of the National Drug and Alcohol Research Centre in the University of New South Wales in Sydney Australia. He was a Professor of Addiction Psychiatry at the Institute of Psychiatry, Kings College London up until 2011.

His area includes broad based population studies based on Psychiatric Morbidity and its relationship to substance use. His other key area is Evidence Based Practice and Treatment Evaluation and the Translation of research into practice with a focus on harm reduction. He is a founding Editor of the Cochrane Drug and Alcohol Group. He is the Theme lead for UNSW Faculty of Medicine promoting research collaboration across mental health, addictions, neuroscience and ageing.

He has published over 200 scientific papers and is a member of the WHO Expert Committee on Drug Dependence. He is Assistant Editor of *Addiction*. He has undertaken a wide range of work for international agencies and for National Governments on aspects of National Drug Policies.



Professor Leanne Hides
NHMRC Senior Research Fellow, and Lives Lived Well Professor of Alcohol, Drugs & Mental Health at the University of Queensland

Professor Leanne Hides holds an NHMRC Senior Research Fellowship and the industry-supported Lives Lived Well Chair in Alcohol, Drugs and Mental Health at the University of Queensland. She is a senior clinical psychologist with over 17 years of clinical and research experience in the treatment of primary and comorbid substance use disorders in young people. Professor Hides has led 15 randomised controlled trials (RCTs) on substance use treatment and has been a chief investigator (CI) on a further five. She also develops web and mobile-phone based programs.

Her current work uses strengths-based approaches to target both risk and protective factors for youth substance use. Professor Hides have been a CI on eight NHMRC project grants (7 current) including two as the chief investigator. She has 123 publications including 99 peer reviewed journals and has written five treatment and training manuals.

Professor Hides' has presented her work at over 100 conferences and has been invited to present 13 keynotes and participate in 17 symposia at national and international conferences.



Professor Frank Deane
Director, Illawarra Institute
for Mental Health
University of Wollongong

Professor Frank Deane teaches in the clinical psychology programs in the School of Psychology and is the Director of the Illawarra Institute for Mental Health at the University of Wollongong. He has worked as a clinical psychologist or clinical researcher in New Zealand, USA and Australia. His research is predominantly applied in nature and focuses on help seeking, “recovery-oriented” service provision, routine outcome assessment and training in mental health and drug and alcohol treatment contexts. He has been a CI on ARC, NHMRC, Rotary Health, Movember Foundation and multiple industry funded grants.

His research programs have been awarded multiple ANZ Mental Health Services Awards. The collaborative research work with The Salvation Army has led to a National Drug and Alcohol Research Award (2012), Excellence in Research and Evaluation Award at the NSW Non-Government Alcohol and Other Drug Awards (2016) and, the Australasian Therapeutic Communities Association Excellence in Research and Evaluation Award (2016).



Deborah O'Neill
Senator for New South
Wales

Deborah grew up in an Irish, small business family in outer Sydney before moving to the Central Coast in 1985. Before entering Federal Parliament, she was a high school teacher between 1986 and 2000 and a lecturer in the School of Education at the University of Newcastle until 2010 where she co-ordinated courses in teacher education.

It was Deborah's connection to the regional NSW community through education that guided her into politics. She entered federal politics in 2010 when she was elected to Federal Parliament as the Member for Robertson. Deborah was appointed to the Senate in 2013 and in 2016 she was elected as a Senator for NSW for six years.

In Parliament, Deborah has occupied a number of positions including Chair of the Senate Select Committee on Health; Chair and Deputy Chair of the Joint Parliamentary Committee on Corporations and Financial Services; member of the Senate Standing Committee on Education and Employment and member of the House of Representatives Standing Committee on Health and Ageing.

In September 2016, Deborah was appointed Shadow Assistant Minister for Innovation and Shadow Assistant Minister for Mental Health.

James A. Pitts Oration:
(Hon) Professor Jan
Copeland.



(Hon) Professor Jan Copeland (PhD) is the founding and sole Director of the National Cannabis Prevention and Information Centre (NCPIC) at UNSW Australia from 2007 to 2016 and is now leading her own consultancy *Cannabis Information and Support*.

Jan is a registered psychologist and a member of the US *College on Problems of Drug Dependence*, the *Australian Psychological Society*, *International Society for Research on Internet Interventions* and the *International Cannabinoid Research Society*. She has worked in the addictions field at UNSW for more than 25 years, specialising in the development and testing of tools and brief interventions for the management of cannabis use disorder among adults and adolescents.

Her research and research translation work has attracted \$42.5million including 14 clinical trials, 4 as CIA with NH&MRC and 5 as a member of NH&MRC CI teams. She has more than 350 publications, including lead author of a 2015 book on quitting cannabis for Allen & Unwin and is sole author of a clinical manual for US Hazelden Publications on brief CBT interventions for cannabis use disorder, released in 2017.

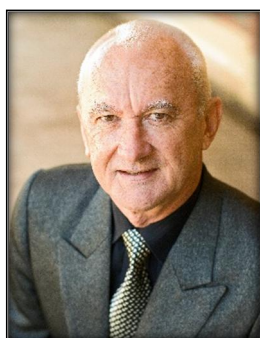
Jan has advised national and international governments on cannabis-related prevention and treatment. She is an Associate Editor of *Drug and Alcohol Dependence* and *Journal of Substance Abuse Treatment* among other journal editorial roles. Prof. Copeland has received a number of awards for her

contribution to drug-related treatment, public health and community education.

Professional Development Workshops

Workforce development is a key action area for the ATCA Board, and this year we are delighted to be able to offer three important workshops as part of the conference program. **Don't miss this valuable training opportunity!**

You will find the presenters' biographies on the Events website.



Workshop: *Preparing your TC for certification under the ATCA Standard.* Facilitated by Barry Evans, Consultant

Workshop details:

This workshop will explore what is required of a member agency as it prepares for a certification audit. The

session will focus on the necessities for certification as a Therapeutic Community under the ATCA Standard and the rating scale that determines whether certification is recommended by the auditors. The session will also examine the Essential Elements that inform the Standard and audit outcome and review Stages One and Two of the certification audit.

Workshop: *Art Therapy, Trauma and Creative Practice.* Facilitated by Robert Henderson: The Henderson Gallery



Workshop details:

Robert will be facilitating a dynamic Workshop focusing on a mindset orientated attitudinal framework. This framework will offer insights to complement existing practices. Exploring the other side of the brain – utilising both sides of the brain in your practice and ways to begin to have consideration for a flexible and balanced approach through difference lens.

Participants will leave with an insight of how to utilise this framework to assist clients to experience

a paradigm shift. This involves client/s and the practitioner working together which culminates in an immersive practice event. The framework is a great engagement tool as it is often too hard for clients to verbalise past traumas, therefore this framework enables them to produce a visual illustration to which they can speak as a third person narrative.

The centre of First Nation's culture is story telling which includes historical and current Narrative. Most powerfully presented through dance, song, painting and other artistic practices.



Workshop: *Introducing TIDE, a comprehensive HepC assessment, treatment and case management support model.* Facilitated by Alanna Mendels and Tegan Nuckey, QuIHN, Harm Reduction Coordinators

Workshop details:

People who inject drugs represent approximately 90% of newly acquired HepC infections. Therapeutic Communities can, and do, play an important role in improving the health outcomes of people living with HepC and can



contribute to the reduction in the risk of residents developing advanced liver disease through access to early diagnosis, appropriate support for the management of co-morbidities and access to treatment with new, curative, Direct Acting Antiviral medication (DAAs).

The Queensland Injectors Health Network (QuIHN) has implemented the HepC Treatment Management Program to offer access to testing and treatment for clients in the community who might otherwise have difficulty accessing treatments.

QuIHN has developed a streamlined assessment and treatment model including a comprehensive case management support service (TIDE) designed to assist and support people while on treatment. The Treatment Management Program focuses on recruiting people who are Hepatitis C positive who are currently injecting drugs, or people on Opiate

Substitution Therapy, and or people who are accessing Rehabilitation services.

ATCA Awards

Presentation of the ATCA Awards, when we honour and celebrate the people and the programs that make up the membership, are an important part of the conference calendar. Nominations close on **Friday 29 September**. A 'Word version' of the information and forms has been distributed to all members and information can also be found on the ATCA Events website: <http://events.atca.com.au/wp-content/uploads/2017/07/2017-ATCA-Awards.pdf>

We encourage all members to consider nominating – especially for the major awards. In 2016, two new categories were added to the awards:

ATCA Recognition Award: This award recognises the individuals who have made a contribution to the TC movement in Australasia over a period of ten years or more. The goal of this Award is to provide public recognition of the dedicated contribution by staff members and volunteers, including Board members.

ATCA Individual Award: This award recognises the individuals who have made a significant contribution to the TC movement in Australasia over a considerable period of time. The goal of this award is to acknowledge and publicly recognise the exceptional work done by people who have worked tirelessly to promote and develop the therapeutic community approach to treatment within the sector.

ATCA Significant Contribution Award: This award recognises an exemplary or commendable contribution to the TC movement in Australasia made by a program or intervention. Any TC treatment provider or intervention is eligible.

First Nations Innovation and Partnership Award. Therapeutic Community Movement in Australasia: Organisational Award: This award recognises organisations that have made a contribution to the TC movement in Australasia by way of innovation and forming Partnerships that make Therapeutic Communities culturally safe and relevant to first nation's people.

The goal of this award is to provide public recognition of the work done to include first nations

peoples in the delivery of Therapeutic Community programs either by way of innovation or the formulation of partnerships that directly benefit First Nations residents.

Excellence in Research and Evaluation Award: Therapeutic Community research is essential to the development of effective and informed strategies to improve the lives of clients and residents accessing TC services and programs. This award recognises the individuals, research teams and TCs that have contributed to evidence-based research and evaluation of TC services and programs.

We look forward to receiving your nominations to these award categories!

TC Training Program dates announced

Our New Zealand members have had the opportunity of two TC Training courses, with a third planned in the near future. It is therefore with great pleasure that the ATCA Board announces the dates for TC Training for our Australian participants.

In the previous newsletter, we suggested this would take place in August. However, with the ATCA Conference also scheduled in the coming months, a number of our members advised it would be preferable to delay the first program until early in 2018. This will maximise the training opportunities for staff and provide a range of workforce and professional development training through the conference and TC Training Program.

We have taken that advice and now announce the new dates and venues. In order to provide the opportunity for training to as many ATCA members and staff as possible, we will offer the program in four states over the early part of 2018 – in Sydney, Melbourne, Perth and Brisbane.

The key aim of the course is to support AOD practitioners, support workers and other relevant professionals and students to develop knowledge, attitudes and skills that can be applied in the TC context. The course is suited to those who have a base qualification and/or knowledge of addiction-related practice and who wish to develop knowledge and skills for application in the TC context.



Sydney
Workshop block
dates:
 February 19, 20, 21.
 April 2, 3, 4.

Venue:
 WHOS, Rozelle



Melbourne
Workshop block
dates:
 March 19, 20, 21.
 April 30, May 1, 2.

Venue:
 Odyssey House



Perth
Workshop block
dates:
 April 16, 17, 18.
 May 28, 29, 30.

Venue:
 Cyrenian House



Brisbane
Workshop block dates:
 June 13, 14, 15.
 July 23, 24, 25.

Venue:
 Salvation Army Recovery Services: Moonyah

The program comprises six modules and a supervised practicum:

- Module 1. Course orientation and Overview of TC
- Module 2. Community as method
- Module 3. TC structure, organisation and environment
- Module 4. Relationships in the TC

- Module 5. Staff roles and responsibilities and rational authority
- Module 6. Group work, community tools, work as therapy & continuing care
- Module 7. Supervised practicum

The TC Training Program is provided as a six-month course. Each participant completes:

- 48 hours of face-to-face learning facilitated by a trainer.
- a 40-hour supervised professional skills practicum in a TC
- 12 hours of self-directed learning.

A flyer will be sent to all members next week, with a link to Survey Monkey application form, which we ask prospective participants to complete.

The course itself will be completed over a 17-week period, allowing for 12 hours of self-directed learning and 40 hours of practicum. This may be completed in the person's own TC, or alternatively, a staff exchange could be organised between participants and TCs to provide a wider experience.

This is the preferred option – and we invite TCs willing to offer a practicum placement, to contact us.

Cost:

\$875.00 per participant:

This fee covers:

1. 6 days face-to-face training costs
2. Morning and afternoon teas, and lunch on workshop training days
3. All course materials
4. Practicum Placement support and advice
5. Task and assignment assessment
6. Certificate of Completion

As this is an important workforce development initiative which will benefit all staff and member services, it is suggested that all ATCA members approach their State/Territory Government funding bodies and other potential funders (including philanthropic trusts) for funding support to allow as many staff as possible to undertake the training.

This is a unique training opportunity. The training course has been developed to assist in expanding the potential 'TC work-ready' workforce pool and we look forward to welcoming participants to the training programs in Australia, commencing in February 2018.



ATCA Quality Portal

A quality management system for therapeutic communities and residential rehabilitation service providers

The ATCA Quality Portal is an easy-to-use system that helps you manage quality, risk and compliance. The Portal includes the new ATCA Standard for Therapeutic Communities & Residential Rehabilitation Services, as well as the main sets of community services and health standards.

KEY FEATURES

- **Self-assessment against standards**
Complete self-assessments against the criteria (indicators) of a set of standards. As you work through each assessment, the portal will identify gaps and let you know what the organisation needs to do to achieve completion.
- **External reviews and accreditation**
Prepares your organisation for external review and accreditation, with the ability to submit your results and evidence online.
- **Automatically generated Work Plans**
As you complete assessments, a Work Plan is automatically generated based on the actions required to meet the standard. You can edit and allocate tasks, set due dates and email reminders.
- **Schedule email reminders**
Set email alerts as due-date reminders in your work plan or registers.
- **Risk, compliance and quality registers**
Create, edit and customise registers for risk management, compliance and other quality monitoring. You can tailor registers to your organisation's needs.
- **Document Library**
Upload and manage pre-existing or newly completed documents, then link them to action items to provide evidence of compliance to external reviewers.
- **Immediate solution to multiple standards**
Cross-referencing with all other sets of standards means you can complete multiple sets of standards by completing a single set.
- **Progress tracking**
Displays graphs showing your organisation's progress against industry benchmarks.

KEY BENEFITS

- Increases service delivery capacity.
- Manages and monitors risk and compliance.
- Undertakes gap assessments.
- Work directly online – no need for paper-based reporting.
- A standards update and alert service keeps you on top of changes.
- Builds staff and organisational capacities.
- An immediate solution to multiple standards.
- Red-tape reduction.
- Increases productivity and saves up to 80% of time.

“The SPP has reduced our reporting time significantly. The system is intuitive, I found my way around quite easily.”

Ronnie Voigt,
Drug Education Network

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AND PERFORMANCE PATHWAYS

